

There needs to be protection for a business when they purchase a product for resale and a fault / faults become apparent that prevent its sale.

In this situation the business falls into neither consumer nor supplier categories and as a result has no legal ground. All the supplier has to do is ignore the problem and they get off scot free. This has happened to my business this year and after 6 months of trying to recover costs it turns out to be a waste of time.

My small business made a purchase of a rebuilt turbocharger to fit to my customers vehicle, upon arrival we noticed that it had a large amount of shaft play and spoke directly to the supplier about this.

The supplier's response was that their warranty would cover any failure.

The product was fitted to my customers vehicle and it became apparent that the housings were misaligned causing it to not fit properly.

Again we called the supplier and their response was that they requested that my business dismantle and reassemble the product in the correct alignment.

We then refitted the turbo to the customer's vehicle and it would not operate as is was designed, after many hours of diagnostics the turbocharger was removed again and we discovered that the critical positioning of the stop screw was set incorrectly (this can not be rectified by us).

We again contacted the supplier and they were less than helpful and offered no remedy.

We have requested that the supplier refund us the total cost of the product, core charge and freight as well as pay the invoice for our time consumables and costs incurred during this time.

The supplier is simply ignoring us, leaving us with a faulty product we are unable to sell and a damaged small business.

This needs to be rectified to prevent more small business from being damaged in this way.

I have written to our local MP and my concerns have been forwarded to the Member for small business. His recommendation was to make this submission.